

**Notice of References Cited**Application/Control No.  
09/653,085Applicant(s)/Patent Under  
Reexamination  
LOTVIN ET AL.Examiner  
Sabrina ChangArt Unit  
3625

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**NON-PATENT DOCUMENTS**

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	W	"Mobile Technology: Looking ahead" hager, Jon. Dec. 1999. IBM Syssy.
	X	"The Role of Human Web assistants in e-commerce: an analysis and a usability study" Aber, Johan, et al. 2000. Internet Research

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